



E-Newsletter March 2016

Introduction

Spring time is so close! To-Do lists are being made, the internet is being searched, and designs are being sketched - All of this is nice, but many things are often best seen in person. There is no better place to do this than at the Home, Garden & Remodeling Show next weekend! Since there is so much going on, this newsletter is going to be short and simple, with a focus on Electrical Inspections.



Home, Garden & Remodeling Show

The Office of Construction Review will be attending again this year, but our booth will be in a different location #551. Also this year we have recruited employees from Planning & Design Services to assist, so at almost any time we will be able to answer all of your questions from either department!



Ongoing Contractor Renewals

We are in the middle of license renewals; each license category falls into one of three renewal groups. At this time the Customer Service Team is finishing the second group and preparing for the third group. Those notices will be mailed next week. There are just a few things on there to be mindful of:

- **CEU certificate copies** – These are only required from *Building* Residential contractors
- **The Revenue Commission Account number** – This is required from everyone, if you are unsure of your number or your status, you can contact them at 502-574-4860. Your account must be in good standing before the contractor license renewal can be processed
- **Insurance Certificates** – This office does have to be listed as the certificate holder, insert the mailing address info that is listed on the postcard.
- **Online Renewals** – Yes, you can submit all of the documentation online. On our homepage click the License Renewal image. Payment is not accepted online at this time, but can still be mailed or delivered in person.



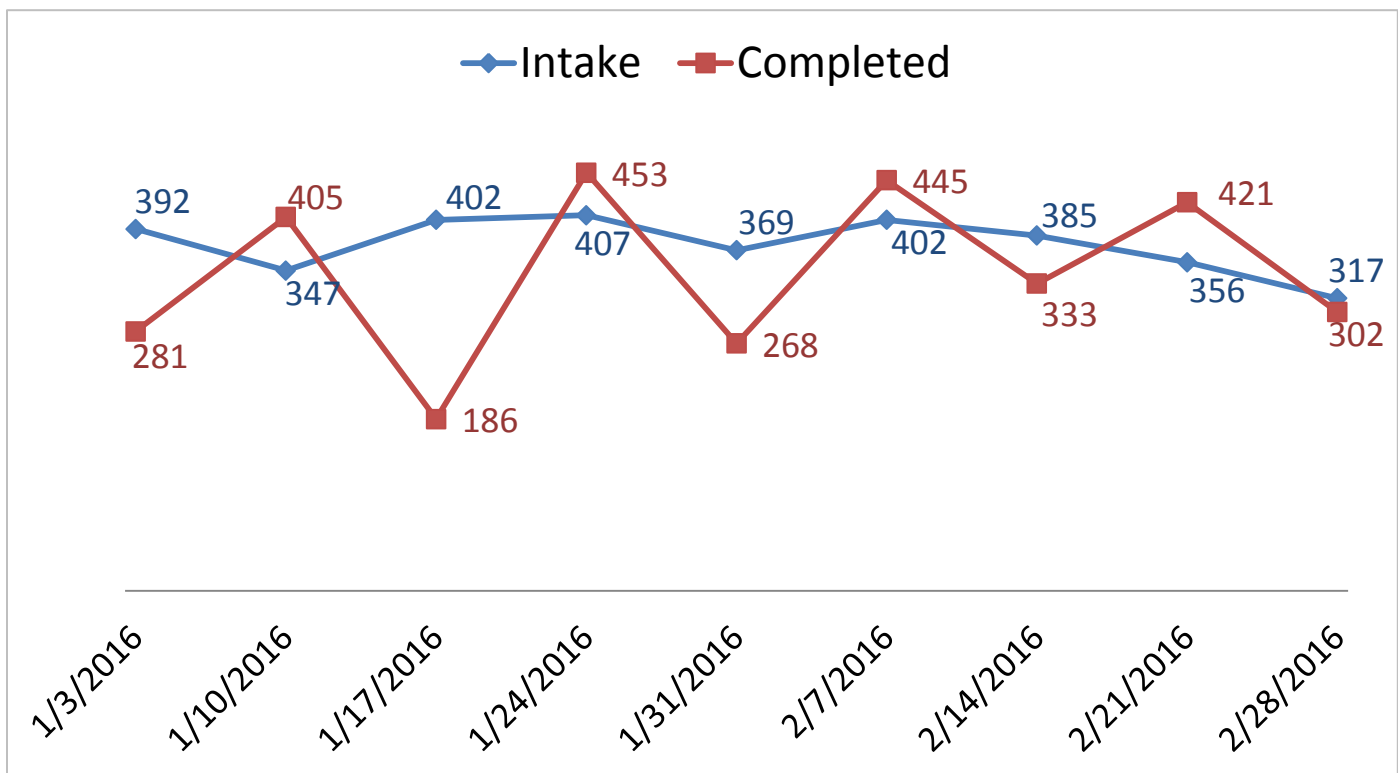
Electrical Inspection Updates

It has been a full month now since the requirement that all electrical inspections must be requested using the Online Permitting Portal. This move was prepped for about 3 months before it was put into place so there weren't many surprises and the response overall has been positive. Using the Online Permitting Portal to request inspections has many impacts:

- The request is instantly transferred to the assigned inspector's list
- Automatic confirmations are sent to the associated email address, and these confirmations mean the inspector has your request on his list (website request confirmations only mean the office has received your request and it is still waiting to be added to the inspector's list)
- Customer Service staff has more time to answer real phone calls instead of checking voicemails
- Information is exact, many times area reception and background noise prevented the voicemail from recording clearly and unfortunately notes, instructions and phone numbers were entered by staff incorrectly.



Inspection data, specific to electrical inspections has been analyzed for several months; in the short segment below the numbers show the existing pattern continued for both, the intake of requests and the completion of inspections.



Both of these trends are what is expected for each. The number of inspections requested remains within a smaller range, while the number of inspections completed expands to a larger range because of the other factors that have an effect such as the weather.



Other Inspection Updates

In addition to looking at the Electrical Inspection intake vs. completion numbers, data for each census tract is also followed. This has allowed the department to reallocate many of the assigned inspection areas to create a more consistent turnaround time across Jefferson county.

All of this information is a wonderful tool for the department in order to support feedback we receive from our customers and be able to find a way to the most seamless adjustment possible. However, at this time Electrical is the only set that we can analyze and get a full picture. Since many sites allow the Building/Mechanical inspector to perform multiple inspections as once, this is what will happen. If all of those inspections are not requested prior to the inspections then the information is not useable.

This is why we are requesting all contractors request all inspections separately, even for the same address. While voicemail requests are still being accepted for all other inspection types, beginning to request individual inspections will be a great help to the transition to online only. **The current goal is August 2016 for all HVAC inspections to be requested using the Online Permitting Portal.**

Team Updates

The Plan Review team has been growing, and all of the newest additions are well on their way to completing the required tests for certifications. The series of 4 tests can take up to 18 months to complete, during this preparation time only minimal plan review can be completed since the focus is on studying and learning the codes.

The Customer Service team is also going through a transition period, they have been operating for almost 3 months at 60% capacity. We are working very hard to fill these open positions as soon as possible, however in the meantime your understanding and patience are appreciated. Most commonly longer wait times will be experienced when calling the office, It is the best idea to search the website for an answer before calling. There are many things that can be done online: Submit a FAQ, submit an inspection request, submit renewal documents plus the additional functionality of the Online Permitting Portal for contractors.

Department Feedback

It seems as if the department has been going through major changes for quite a while now, and we understand this does cause frustration for everyone. As a department we are focused on our end goal, which is to serve all of our customers at the highest level. To reach this goal, changes had to be made. We just ask that you have patience with us as we are figuring things out just as much as everyone else. The best assistance we can receive is feedback, and the sooner the better. To assist with this, we have a survey online that will help us continue improvement. It should only take about 5 minutes to complete and can be found by clicking this link: <https://louisvilleky.wufoo.com/forms/customer-service-survey/> or visiting our Department Announcements webpage.